

UNOFFICIAL TRANSLATION

Although the Company pays close attention to provide English translation of the information disclosed in Japanese, the Japanese original prevails over its English translation in the case of any discrepancy.



March 24, 2021

Company name: Japan Post Holdings Co., Ltd.
Representative: MASUDA Hiroya
Director and Representative Executive Officer,
President & CEO
(Code number: 6178, First Section of the
Tokyo Stock Exchange)
Contact: IR Office (Phone: +81-3-3477-0206)

(Update on the Previous Disclosure) Operations Aimed at Regaining Customers' Trust from April 1, 2021

JAPAN POST HOLDINGS Co., Ltd. (Chiyoda-ku, Tokyo; MASUDA Hiroya, Director and Representative Executive Officer, President & CEO), JAPAN POST Co., Ltd. (Chiyoda-ku, Tokyo; KINUGAWA Kazuhide, President and CEO), JAPAN POST BANK Co., Ltd. (Chiyoda-ku, Tokyo; IKEDA Norito, Director, President and Representative Executive Officer), and JAPAN POST INSURANCE Co., Ltd. (Chiyoda-ku, Tokyo; SENDA Tetsuya, Director and President, CEO, Representative Executive Officer; hereinafter, "we") hereby announce that they have decided on operations aimed at regaining customers' trust from April 1, 2021 as follows.

Since October 5, 2020, we have conducted operations aimed at regaining customers' trust, apologized for any inconvenience or concern caused to customers, and explained our "Commitment to Regain Customers' Trust" at post offices. We have also worked to resolve customers' concerns and questions, while giving top priority to follow-up services on financial products.

Previously, in the course of these efforts, we have made proposals on financial products only when requested by customers. However, from April 1, 2021, as we continue our operations aimed at regaining customers' trust, post office employees will provide information and make proposals on financial products that meet customer needs, while confirming the expected needs of customers, in order to shift to a new sales stance that builds a relationship of trust with customers through sales activities.

Since February 10, 2021, at our directly-managed offices※, we have been providing information and making proposals on insurance products and services to customers whom we previously visited or to those who requested explanations. From April 1, 2021, we will also visit and provide information to prospective new customers whom we have never visited before.

※Our directly-managed offices mainly offer insurance products for corporate clients, and post offices mainly offer insurance products for individual customers.